



# **National Credit Union Administration**

**Report of On-Site Information Systems Vendor Visit**

**TOTAL/1 SERVICES, Incorporated**

**October 19 - 22, 1998**

## **TOTAL/1 SERVICES, INC.**

### **ISV Review - Executive Summary**

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Overall, TOTAL/1 SERVICES, Inc. (TOTAL/1) has demonstrated it is making progress towards Year 2000 readiness. In terms of NCUA's 5-phase repair approach, we believe it is at the following point:

- Awareness – TOTAL/1 has established a high level of awareness within the company and their customer base. It has a Year 2000 Compliance Manager and is prepared to continue communicating with customers.
- Assessment – TOTAL/1 used a standard UNIX system tool (GREP) to assess the number, structure, and type of date fields utilized by the COBOL programs. It has assessed the status of other system components through the Internet and vendor correspondence.
- Renovation – The design and development of SYSTEM/96 represented TOTAL/1's primary renovation activity. SYSTEM/96 has been functioning since June 1995. Their general ledger, audio response, and report writer sub-systems were renovated by outside software vendors. Other less critical, seldom used products have not been renovated.
- Validation and testing – TOTAL/1 completed internal testing of SYSTEM/96 and user testing has been ongoing since April 1998. Re-testing will be necessary for additional planned releases and testing to validate third party interfaces may also be necessary.
- Implementation – Distribution of their turnkey product includes pre-testing of PC's and installing SYSTEM/96 by TOTAL/1 staff. Its current, Y2K ready release is installed on their multiple service bureau 'servers' and at all but five turnkey sites. Four are scheduled for installation by December 1998, and the final site by January 1999.